



*Irwin Army
Community Hospital
Fort Riley, KS*



*Information Handbook
March 2005*

MISSION STATEMENT

To provide and manage the healthcare of Soldiers, military families and retirees; to support the readiness and deployment of a medically protected force; and empower and value our staff while achieving effective practices and meeting diverse future requirements.

VISION STATEMENT

To provide state of the art care for America's Warfighters and their families.

WELCOME!

As you can see from our mission statement, we are here to ***provide and manage the healthcare of our prime beneficiaries***. We take that mission very seriously and we are committed to executing it to the best of our abilities. To do so, we utilize our own in-house providers, administrators, support staff, and resources. If those are not available or adequate to meet the needs of our beneficiaries, we will refer you to our healthcare network, consisting of healthcare organizations, private practices, and diagnostic centers in our area.

My intent is to not only provide and manage the healthcare of our beneficiaries, but to do so in a competent, compassionate, and respectful manner. I fully believe in the principles of ***customer service*** and we are all working to embody them into our medical and business practices. I invite and welcome your feedback, your comments, positive or otherwise, about your healthcare encounters within our organization.

Volunteerism is a mainstay of our community and our nation. If you are so inclined and have the available time, I encourage you to contact or visit the Red Cross office and volunteer for service at Irwin Army Community Hospital. You may think you have no skills to offer, but there are many areas within the hospital that will benefit from your service.

On any given day, from 8-10% of our primary care appointments are ***"no-shows"***. In other words, someone who has an appointment simply doesn't show up and doesn't call to cancel or re-schedule. This equates to as many as 1100 appointments a month. As you can imagine, having these appointments available would improve access considerably, we would have more same-day appointments available, and, ultimately, we should improve our customer satisfaction. I ask that you please call to cancel or re-schedule so these appointments don't go unbooked.

Commander
Irwin Army Community Hospital

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General Information

Individuals with a valid identification card (ID) and who are listed in the Defense Enrollment Eligibility Reporting System (DEERS) are eligible for care at Irwin Army Community Hospital. The availability of care is based on TRICARE categories. The order of access is:

- Active duty service members
- Active duty family members enrolled in TRICARE Prime
- Retirees and their family members enrolled in Prime
- Active duty family members not enrolled in Prime and all others

All patients must show an identification card before receiving care. Individuals 10 years and older are required to present an ID card. Children's identification cards must be presented even though they may be accompanied by a parent with a valid ID card. Children younger than 18 must be accompanied by a parent with a valid ID card or a legal guardian with a medical power of attorney. A patient whose eligibility is not clear will be referred to the Patient Administration Division to verify eligibility. To enroll in DEERS or update information (change address, marriage, divorce, birth or adoption) call the 1st PSB at 239-5667 or go to Building 7806, located at Normandy & Graves.

The DEERS Support Office mailing address is DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. E-mail changes to addrinfo@osd.pentagon.mil or <https://www.tricare.osd.mil/DEERSAddress/>. Fax changes to (831) 655-8317. For more information, call the DEERS Support Office at its toll-free numbers: 1-800-538-9552, 1-800-334-4162 (Calif. Only) and 1-800-527-5602 (Alaska and Hawaii).

Visit IACH online through the Fort Riley website @ www.riley.army.mil (services, medical services, health services) and check out the bi-monthly beneficiary newsletter, published by IACH's Public Affairs Office.

Customer Service Division

If you have a compliment, complaint, question or problem in the clinic, please contact the NCOIC or OIC. In the event that a resolution cannot be reached within the clinic, please contact the Patient Representative for customer service at 239-7739 or melody.williams@amedd.army.mil or access ICE @ www.army.mil The Patient Representative office is located on the first floor by the front desk (flagpole entrance).

Nurse Advice Line

Irwin Army Community Hospital Nurse Advice Line can be accessed by calling 239-DOCS (3627) or 1-888-239-DOCS and pressing the prompt requesting the Nurse Advice Line. This service is available Monday through Friday from 7 a.m. to 11 p.m. and Saturday through Sunday from 9 a.m. to 9 p.m.

These registered nurses are available to handle calls regarding a health or symptom related problem, or calls with questions related to disease management. The Advice Line provides convenient access to health care information to patients. This information can be e-mailed or faxed to the patient if desired.

Primary Care Team Assignments

Primary Care Manager Assignments: Patients can select one of the following types of providers as their assigned Primary Care Manager (PCM):

- 1) Family Practice physician
- 2) Pediatrician (15 years of age and younger)
- 3) Physician Assistant
- 4) Family Nurse Practitioner

Active duty family members and non-active duty Prime beneficiaries are assigned to a PCM in one of the three Primary Care Teams based on the patient's preference and the available capacity of the PCM.

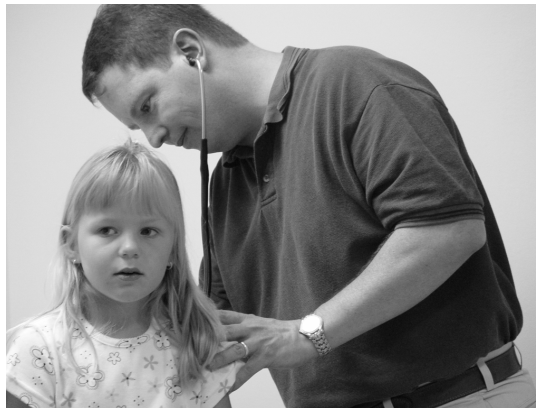
Active Duty Soldiers assigned to IACH for sick call purposes will be assigned to a PCM in any one of the three Primary Care Teams based on the patient's preference and available capacity of the PCM.

Patients should select their top three choices for a PCM in the event that their first choice is at full capacity.

Primary Care Teams

Internal Medicine—patients with an identified medical condition that warrants they be seen by the Internal Medicine physician will be assigned to that provider based on the recommendation of their assigned PCM, by consult only.

Our Primary Care Teams provide care to include initial and ongoing evaluation, diagnosis and treatment of acute and chronic illnesses. Health maintenance, including well woman examinations and physicals are offered based on provider availability.



Primary Care Appointments. Patients enrolled in TRICARE Prime will contact the IACH Appointment Line to schedule appointments with their Primary Care Manager (PCM) at (785) 239-DOCS (3627). All efforts will be made to schedule the patient with his/her assigned PCM. Patients can receive appointments with another provider within their assigned clinic if their PCM is absent due to deployment, TDY, leave, etc.

- A. Routine appointments: Access to Care standard—
7 days
 - 1) Available within one week (7 days)
 - 2) Scheduled with patient's PCM, if available
 - 3) Medical conditions that are not emergent or require an appointment within 24 hours
 - 4) patients being seen for a medical problem for the first time
- B. Acute appointments: Access to Care standard—
24 hours
 - 1) Available within 24 hours
 - 2) utilized for patients who have an acute illness, injuries over 48 hours or a worsening condition
- C. Follow-up appointments:
 - 1) Patients requesting a follow-up appointment need to be scheduled with the provider that originally saw them for the condition
 - 2) For patients that are told by their PCM to make an appointment for a return visit
 - 3) Seen previously for the same condition
- D. Health maintenance exams: Access to Care standard
30 days
 - 1) Pap smears
 - 2) School/sports physicals
 - 3) Well baby
 - 4) Active duty part II physicals
 - 5) Exceptional Family Member Program physicals

Emergency Medical Services

Emergency Medical Services (EMS) of IACH is located on the first floor and is open 24 hours a day, 7 days a week. Patients requiring emergency medical care should report to EMS or dial 911 for IACH Ambulance Service. The phone number for EMS is 239-7777.

Upon reporting to EMS, patients are “triaged” to determine their injury or illness. Triage is defined as separating patients who are in most need for care from those patients who can be delayed in order to do the most good for the most patients. This ensures that patients get the right care at the right time.

IACH has four triage categories. Patients can expect to wait until patients in higher categories are given medical treatment. The EMS staff will keep patients informed of the expected wait times.

Level I—**Emergent**: These patients require **immediate** attention to prevent loss of life, limb or eyesight. These patients are seen immediately. (Example: Arterial bleeding or CPR being performed).

Level II—**Urgent**: These patients have the potential risk to deteriorate into threatening conditions for loss of life, limb or eyesight without timely care. The goal is to assess these patients **within 2 hours**. (Examples: Asthma attack or minor motor vehicle accident injury).

Level III—**Acute**: These patients have a low risk to deteriorate into threatening conditions for loss of life, limb or eyesight without timely care. The goal is to assess these patients **within 24 hours**. (Example: School-age child with fever or two-day old injury).

Level IV—**Routine**: These patients have **chronic** complaints, require medical maintenance or have medical conditions posing no threat to loss of life, limb or eyesight. The goal is to see patients **within 7 days** in the Primary Care Clinic. (Examples: Common cold without fever or chronic knee pain).

Referral Management Center

Effective 1 October 2004, Irwin Army Community Hospital has a Referral Management Center (RMC) to assist patients in getting specialty care appointments both within the hospital as well as with network civilian providers, and ensure that the results from all external appointments are returned to the hospital in a timely manner. The Referral Management Center is located on the first floor of the hospital, across from the General Surgery Clinic.

Under the new system, the provider will still submit the referral electronically. The request will be processed through the Referral Management Center. If the care is available within Irwin Army Community Hospital, the Referral Management Center will contact the patient and schedule the needed appointment. If the care is not available at IACH, the RMC will contact TriWest to obtain authorization for the patient to be seen in the network.

Once authorization is obtained the RMC personnel will contact the beneficiary to notify them of the approval and determine the beneficiary's availability for appointments. The RMC staff will then contact a specified network provider, coordinate the appointment and then notify both the patient and TriWest of the appointment information. This will not only provide better customer service but will also ensure a better tracking mechanism to ensure that results are provided to the Primary Care Manager in a timely manner. Since the current system places the burden of making the appointment onto the patient, our facility doesn't know when and if the appointment is scheduled – making it nearly impossible to track results. Often a patient schedules a follow-up with their PCM, only to find that the results from the specialty provider have not been forwarded to IACH, resulting in a wasted appointment for the patient and PCM. The new system will help alleviate this problem. We are making great efforts to enhance customer service.

The RMC staff will coordinate network appointments by:

- Contacting the patient to establish their availability for the appointment
- Contacting the provider to schedule the appointment
- Notifying the patient of the appointment
- Eliminating the “hassle factor” for our patient

TRICARE

TRICARE is the health care program for active duty and retired military personnel, their families and their survivors. TRICARE includes three health care plans:

TRICARE Prime

All active duty personnel are automatically enrolled in TRICARE Prime. Family members, survivors of active duty personnel, retirees and their family members and survivors under age 65 may also enroll. TRICARE Prime is free for active duty personnel and their families. The yearly cost for retirees and their families is \$230 for an individual or \$460 for a family. Enrollment for non-active duty can be completed at the TRICARE Service Center. Advantages are priority in the system and the guarantee for access and services.

TRICARE Standard

Under this plan you can choose any physician you want, however, having this flexibility means that care generally costs more. Treatment may also be available at a military treatment facility, if space allows and after TRICARE Prime patients have been served. Patients can call at 2:30 p.m. daily to determine availability.

Under this plan you will not have a Primary Care Manager. Enrollment is not required and there is no time commitment. The deductible amounts are \$50 for an individual and \$100 for a family for E-4 and below and \$150 for an individual and \$300 for a family for E-5 and above. After you pay these deductibles the government will cover part of the cost of care. TRICARE Standard may be the only coverage available in some areas.

Using providers participating in the TRICARE network can save you money. Contact the TRICARE Service Center for a list of providers who participate in this plan.

TRICARE Extra

This plan includes parts of both TRICARE Prime and Standard. You can be treated by a civilian health care provider. Your choice, however, is limited to those who have agreed not to charge more than the approved rate. Contact your TRICARE Service Center for a list of providers who participate in this plan. Treatment may also be available at a military treatment facility, if space allows and after TRICARE Prime patients have been served. Because your health care provider has agreed to limit charges, your co-payments will be 5 percent less than TRICARE Standard. There is no cost for enrollment and you won't have to file claims or wait to get money back. Under this plan, enrollment is not required and there is no time commitment; just make an appointment with a TRICARE Extra provider. The deductible is the same as TRICARE Standard.

TRICARE for Life (for beneficiaries who are over 65)

Once you are eligible for Medicare, you must sign up for both Part A and Part B to be eligible for TRICARE For Life, which acts as a Medigap insurance. It will be the second payer to Medicare and will pay your co-payments and deductibles covered by Medicare.

The TRICARE Senior Pharmacy Program uses TRICARE network pharmacies and will have a small co-payment per prescription. You can also use the National Mail Order Pharmacy and pay an even smaller co-payment. Your regular civilian provider can continue to write prescriptions for medications kept in stock at IACH. Your civilian provider can also continue to write prescriptions for x-rays and laboratory tests so you can have them done here at IACH.

Your appointments continue as space-available. Medical-eligible enrollees can call after 2:30 p.m., Monday—Friday, to see if there are any available appointments left for that day.

Information on TRICARE Plus is available on the website, www.tricare.osd.mil/ndaa/.

Dept. of Ministry and Pastoral Care



The Unit Ministry Team (UMT) is comprised of a chaplain and a chaplain assistant. The ministry team will perform or provide for the religious needs of patients and staff, regardless of the individuals' faith group in accordance with Title 10 and AR 165-1. The UMT provides pastoral care through prayer, counseling, networking with other UMTs and literature distribution. The chaplain also serves on several boards and committees within the hospital.

The hospital chapel on the 2nd floor hosts Catholic Worship Services Monday—Thursday at 12 noon. On Friday at noon there is a Christian Prayer Service. On the weekends there are various worship opportunities on post.

Office hours are 7:30 a.m. to 4:30 p.m. To contact the chaplain call 239-7871/7872 or email timothy.g.stiers@amedd.army.mil. There is always a chaplain available. The emergency pager is 785-762-9300, or after hours 239-HELP (4357).

Exceptional Family Member Program

The program identifies and evaluates active duty family members who might have special healthcare, education or other support needs on an ongoing basis. Once identified, these family members are required by regulation to enroll in the Exceptional Family Member Program. The evaluation assists the family members in obtaining special support services and determines the impact of such needs on their sponsor's assignments.

All active duty Soldiers with overseas assignments must schedule a medical record screening for each family member. This screening must be completed before family travel applications are processed.

For more information, please call 239-7198.

Well Baby

Provides scheduled health care from birth until 18 months. Well baby exams are scheduled for infants at the ages of two weeks, two months, four months, six months, twelve and fifteen months. Each child is followed for proper growth and nutrition, receives a full physical examination, developmental screening tests and all necessary immunizations. A variety of informational pamphlets and educational materials are available to patients' families.

CTMC

Conducts sick call, triaging all patients to identify urgent/emergent conditions, performs emergency services, routine physical exams and minor surgical procedures.

Dermatology

A variety of routine and complex dermatologic problems are cared for in the Dermatology Clinic, including disorders of the skin, hair and nails. Special skin cancer screenings are held monthly. Examples of procedures performed in the clinic are: Intralesional injection of corticosteroids, biopsies, minor surgery and cryotherapy. Teledermatology is also offered.

EENT (Audiology, Ophthalmology, Optometry, ENT)



Provides vision and hearing screenings, treatment (including surgical) of comprehensive diseases and disorders of the eyes, ears, head and neck.

Flight Medicine

Provides physical examinations and treatments for those active duty service members on flight status.

Immunization/Allergy



Immunotherapy is the only service currently provided in the Allergy Clinic. Patients may receive their injections in the clinic if they are using allergen extracts from the standardized Allergen Extract Laboratory at Walter Reed Army Medical Center or who have

reached maintenance level doses of allergen extract from a local civilian provider. The clinic staff is able to recognize and manage anaphylaxis reactions that occur as a result of receiving injections in the Allergy Clinic.

Internal Medicine

Services are an integrated part of the Primary Care Clinics available for patients with chronic and/or complicated disease processes.

Alcohol & Substance Abuse (ASAP)

Co-located with Community Mental health and Social Work Services in Bldg 602, ASAP provides an organized program to identify and respond to the biopsychosocial needs associated with alcoholism and other drug use.

Brace Shop

Services patients of all ages. Procedures include castings and measurements of the torso or limb, measurement and fittings for off-the-shelf orthosis, on the spot design and fabrication of orthosis. Follow-up appointments to ensure proper alignment and fit.

Nutrition Care

Active duty and family member weight control program, heart healthy, diabetes management, prenatal and breast feeding classes are offered. Individual counseling sessions on diet, exercise and behavior modification techniques with a registered dietitian. Every Wednesday at noon the division offers a walk-in for weight check and a weight management support group meeting is held.



OB/GYN Clinic Family Centered Care



Clinic: The clinic provides routine and high-risk pregnancy and gynecologic care. Physician, Nurse Midwifery and Nurse Practitioner care is available. The first appointment pregnant women make is a face to face OB education visit; after that

appointment, follow-up appointments are scheduled. A hospital pregnancy test is not necessary. Our comprehensive gynecologic care includes, well woman care, problem gynecologic care, surgical care and management of abnormal pap results.

Women Infant Care Center- Labor and Delivery: This is a full service center; with Labor-Delivery-Recovery-Postpartum rooms, newborn care, high risk care and surgical capability. Physician and Nurse Midwifery care is available. Siblings are welcome in our family friendly environment. Family visiting hours are not restricted; visiting hours for others are 10 a.m. to 10 p.m..

Expectant Mother's Class: Every 3rd Saturday, 9:30 a.m. to 1:30 p.m., 5th floor of the hospital. No registration required: Walk-ins welcome.

Breast Feeding Class: Every 3rd Wednesday, 1 to 2:30 p.m., 5th floor of the hospital. No registration required: Walk-ins welcome.

Pregnant Soldier Information

Soldiers who suspect they are pregnant - should call 785-239-DOCS (3627). This call is forwarded to the Primary Care Triage Nurse who puts in the order for a pregnancy test. The Soldier reports to the hospital lab to take the test. The Soldier can call for a telephone consult (above number) to get the results. Soldiers may also report to their TMC for a pregnancy test.



Soldiers who are pregnant - call 785-239-DOCS (3627) to schedule a face to face OB Education visit; after that appointment, follow-up appointments are scheduled. Pregnancy profiles are issued through the OB/GYN clinic.

Pregnancy PT - for active duty soldiers is Monday, Wednesday and Thursday, at Long Gym from 6:30 to 7:30 a.m. A classroom education session is part of this program and is held every Tuesday, at IACH, 6:30 to 7:30 a.m. on the 4th floor, EPD bay. Units and the OB/GYN clinic have more information.

Occupational Therapy

Services include the rehabilitation of persons disabled by pain, disease or injuries preventing them from participation in daily life tasks, vocational activities and leisure activities. It involves evaluation, assessment and education to maximize functional independence. Occupational Therapy personnel are also involved in health promotion, fitness and injury prevention activities.

Orthopedics

Provides comprehensive non-operative and operative care to eligible patients. Our decisions in therapy will be based on available staff, equipment, supplies, ancillary services and patient care needs. Patients typically cared for include those with musculoskeletal tumors and congenital abnormalities, degenerative and inflammatory arthritis, soft-tissue and joint infections, overuse syndromes including bursitis, tendonitis and synovitis, general and sports-related orthopedic trauma, compressive neuropathies, spinal disc herniation and degenerative disease.



Pathology



The Department of Pathology is a nationally accredited laboratory offering an array of technical procedures in anatomical pathology, transfusion medicine, coagulation, hematology, clinical microscopy, chemistry, microbiology and serology. The

laboratory (239-7648) is located on the first floor of IACH and open from 7:30 a.m. to 4 p.m. Monday through Friday for outpatient services. Most laboratory procedures are tested in the hospital with turn around times ranging from one to four days. In the event the laboratory does not have the capability to perform the test procedure(s) in-house, numerous commercial and military reference laboratories are used for these requests.

Laboratory test requests will be ordered electronically by your physician. If your physician is located outside of the hospital in the local community, a handwritten order is acceptable. No appointment or special instructions are necessary except in some circumstances that your physician will alert you to. When laboratory testing is complete, results will be sent to your physician who will discuss this information with you. The laboratory cannot release results to the patient.

Any additional questions or concerns can be addressed with the laboratory manager at 239-7657.

Pharmacy/Pharmacy Refill

Outpatient Pharmacy Services include new and refill prescriptions from IACH and civilian providers. The CTMC Pharmacy fills new prescriptions only. Automated Refill Services are reached by calling (785) 239-7487 to submit refill request telephonically 24 hours a day. Prescriptions called in prior to 10 a.m. on a duty day are avail-

able for pick-up at the Refill Pharmacy (co-located with Main Outpatient Pharmacy) after 10 a.m. the next day. Another service is the IACH Staff Prescription Drop Off Service for IACH provider electronically entered prescriptions.



Physical Therapy

Services include the rehabilitation of persons disabled by pain, disease or injury. Evaluation, assessment and treatment through the use of physical and chemical therapeutic means and patient education to maximize functional independence. Physical Therapy personnel are also involved in health promotions, fitness and injury prevention activities. The clinic also supports ongoing technical and military training.



Podiatry

Provides a comprehensive variety of forefoot care and limited rearfoot ankle care to patients ranging in age from neonate to senior citizens. The services include routine nail care and limited ankle surgery. Complex reconstructive cases require the help and supervision of Orthopedics.



Preventive Medicine

Provides comprehensive public health, disease prevention, environmental health and consultative services that encompass communicable disease control, epidemiologic investigations, Environmental Health, Industrial Hygiene, Community Health Nursing, Occupational Health, Radiation Protection and Health Promotion.

Radiology

Supports the assigned beneficiary population by providing 24-hour comprehensive diagnostic imaging services, to include computed tomography (CT), ultrasound, mammography, magnetic resonance imaging (MRI), fluoroscopy, diagnostic plain film radiology and limited interventional procedures. Diagnostic nuclear medicine imaging is provided by referral but may be interpreted within the department. The department has taken a leading role in deploying the Army's newest generation of digital imaging and storage technology.

Respiratory Therapy

Performs EKGs, places Holter monitors and assists in cardiac stress testing.

Social Work Services/Behavioral Health

Behavioral health provides diagnosis and treatment of all patients referred with mental health issues. Services include: psychological testing/diagnosis, suicide prevention outreach, stress management, combat stress, anger management, phase III and medication groups. We also offer routine evaluations and administration evaluations for chapters and schools.

Social Work Services provides evaluations, assessments, groups, marriage counseling and patient/parent education. We also have a new program that deals with the needs of deployed Soldiers and their families. We continue to provide protection and treatment of active duty and family members affected by or involved in child abuse, child neglect and spouse abuse.

Surgery Clinic

Provides a comprehensive variety of diagnostic and reparative surgery. Patients will be seen in the General Surgery Clinic by referral from their Primary Care Manager.



Inpatient Services

Ward 2B

The Medical, Surgical, Pediatric Ward is a 12 bed ward admitting patients from Internal Medicine, General Surgery, Family Practice, Pediatrics, EENT, Orthopedics, Podiatry, Oral Surgery and OB/GYN. Visitation is from 8 a.m. to 8 p.m. Exceptions to policy may be directed to the 2B Head Nurse.

Special Care Unit

This is a 4 bed multidisciplinary Special Care Unit that provides care to critically ill adults, children and infants. Visitation is from 8 a.m. to 8 p.m. Parents are encouraged/allowed to remain with pediatric patients. Other minor aged family members are not allowed for overnight visits.

Ambulatory Surgery Center (ASC)

Care is delivered in an outpatient setting for patients undergoing treatment and/or procedures by General Surgery, EENT, Orthopedics, Podiatry, Dental/Oral Surgery and OB/GYN. Following the surgeon's and patient's agreement upon the procedure, tests are ordered. Once those are completed, a pre-op nurse appointment in the ASC is scheduled a few days prior to the procedure. The patient calls the ASC the work-day before the procedure to obtain a "show-up" time. Anesthesia services will see the patient prior to procedure. The day of the procedure the patient is prepped in the ASC, taken to the Operating Room Suite, the Post Anesthesia Care Unit for initial recovery and then back to the ASC. ASC patients are expected to go home the same day.

ARMY One Source

Army One Source is designed to help you deal with life's issues. 24 hours a day, 7 days a week, 365 days a year you can call in and speak to a consultant or you can go online to access information or e-mail a consultant. One Source can also authorize you to visit a counselor in person in your local community . . . Up to six (6) in-person visits . . . Without going thru the hospital or your command . . . AT NO COST TO YOU! Call 1-800-464-8107

Classes Offered:

- Preventive Medicine: Self Care
Tobacco Cessation
Child Health Assessments—well-child
Screening for on-post child care
Children's Car Seat Safety Inspections
Cold Weather/Heat Injury Prevention
Training
Food Handler's Training
- Nutrition Care: Family Member Weight Control
Weight Support Group (Family members
and retirees) - a follow-up to the above
program
Weigh to Stay (Active Duty Weight
Control)
Heart healthy—Low Fat/Cholesterol,
Low sodium
Prenatal Nutrition

Important Contacts:

Appointment Line (785) 223-DOCS (3627)
888-239-DOCS (3627)

For online patient services visit tricareonline.com

Visit us at <http://iach.amedd.army.mil>

- or -

through the Fort Riley website @ www.riley.army.mil (services,
medical services, health services)